

Position Title

Software Support Representative

- Full Time

Organization Name

Enviance

Organization Background/Information:

Enviance:

We are the leader in SaaS solutions for the Environmental, Health and Safety (EH&S) space. Our platform analyzes massive amounts of data to flag potential environmental or health concerns before they become a problem. It also streamlines and simplifies the complex tasks required to keep large and dangerous operations safe and clean. In short, we help many of the largest retail, utility, manufacturing, entertainment, and oil and gas companies to care for their employees and the planet.

Key Responsibilities

Role Overview:

Our Customer Success Team is focused on meeting the needs of our customers to ensure they are getting the most value out of our products/solutions and services. You'll be providing basic technical support to customers via email and phone. Logging issues and responding when you can; otherwise escalating more complex issues to the appropriate team/person. Engaging with clients via our online Community and updating the content available. Coordinating our training activities for our User Conference. Providing general administrative support to our Customer Success Team. Come join our team and provide awesome service that contributes to our customer's success!

Essential Roles & Responsibilities:

- Engaging with clients verbally and in writing to answer questions or solve problems they are having with our EH&S software products
- Logging client issues in our tracking system ([Salesforce.com](https://www.salesforce.com) Service Cloud)
- Solving client issues when you can; otherwise escalating issues accordingly
- Learning the basics of our complete EH&S product portfolio
- Community participation and content management
- Coordinating training activities for our User Conference
- Administrative support to our Customer Success Team
- Contributing to the success of our clients by helping them get the most out of our EH&S software products

Qualifications/Minimum Requirements

Requirements and Qualifications:

- Passion for helping customers get what they need
- Communicate clearly and effectively; verbally and written
- Hands on skills using Microsoft Office products (Word, Excel, Power Point)
- Quick learner with technical acumen
- 0 – 3 years of experience in customer service
- Associates degree; Bachelors preferred

Preferred Qualifications:

- Environmental, Health & Safety knowledge and/or experience
- SaaS knowledge and/or experience
- [Salesforce.com](https://www.salesforce.com) experience
- Other software experience

Physical Requirements/Working Conditions

While performing duties of this job, the employee is predominately functioning in a sedentary light office position with high frequency of keyboarding and computer.

Work Hours

40

Do You Have Other Supporting Documents?

No

Interested Candidates Submit Application To:**Name**

Nicole Lucas

Emailnlucas@enviance.com**Website**<http://www.enviance.com>**Phone**

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[Map It](#)

Job Announcement Closing Date:

04/23/2019